

REMARKS

Reconsideration and allowance of the current application are respectfully requested. No new matter has been added.

Claim Objections

Claims 15 and 21 were objected to as allegedly being "extremely difficult to interpret". These claims have been amended to include additional features as described below and to include further indentation. It is respectfully requested that this basis for objection be withdrawn.

35 USC § 101

Claims 21-22 stand rejected under 35 U.S.C. § 101 as being allegedly reciting purely mental steps.

Claim 21 has been amended to recite: "A computer-implemented method for scheduling the performance of service actions that involve activities at multiple locations, the method being performed by execution of computer readable program code by a processor of one or more computer systems" as well as receiving user-generated input which makes it clear that the recited subject matter does not relate to purely mental steps.

Accordingly, it is respectfully submitted that this basis for objection be withdrawn.

35 USC § 112

Claims 15-22 stand rejected under 35 U.S.C. § 112 as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

It is respectfully noted that the claims relate, in part, to a user-experience of inputting information which relates to certain resources being associated with the input of the user. A further step of providing a user with information characterizing the associating was added to the claim as were the additional steps of monitoring and adding alerts.

Accordingly, it is respectfully requested that this basis for objection be withdrawn.

35 USC § 103

Claims 1-6, 9-12, 14-16, 19 and 20-22 stand rejected under 35 USC § 103(a) as allegedly being unpatentable over Donnelly et al. (U.S. Patent No 6,049,776) in view of Hartlaub (U.S. Publication No. 2002/0087116 A1) and Hanagan et al. (US Publication 2001/0056362 A1). Claims 7, 8, 13, 17 and 18 stand rejected under 35 USC § 103(a) as allegedly being unpatentable over Donnelly et al. (U.S. Patent No 6,049,776) in view of Hartlaub (U.S. Publication No. 2002/0087116 A1) as applied to claims 1 and 15 and in view of ServicePower.com (www.archive.org/www.servicepower.com, published 11/11/2001). These rejections are respectfully traversed.

Claim 1 has been amended to recite: "A computer system for scheduling the performance of service actions that involve activities at multiple locations, the system comprising: an engine that associates, based on user input, a selected service with a service order template, the service

order template defining resource information for both a first task item to be performed at a field location and a second task item to be performed at a central workshop location that is different from the field location, the first and second task items to be completed as part of a service action, a first portion of the first task item occurring before the second task item and a second portion of the first task item occurring after the second task item; and a repository of resource information associable with the first and second task items, the repository including field human resource information so that a specified field technician is associable with the first task item, central workshop human resource information so that a specified central workshop technician is associable with the second task item, and work area information for the central workshop location so that a specified work area is associable with the second task item, wherein: the field human resource information includes availability information for field technicians, the central workshop human resource information includes availability information for central workshop technicians, and the work area information includes availability information for central workshop locations, and utilization of one or more of the specified field technician and the specified central workshop technician is monitored, and an alert is generated to the user when such utilization exceeds a pre-determined threshold (for support, see, inter alia, published specification pars. 77, 98, 101, 111). Similar amendments were made to claims 15 and 21.

Donnelly describes an arrangement in which a resource management system includes a database about a plurality of employees, employee skills, employee schedules, and projects (see, inter alia, Donnelly abstract). By providing such a database, large projects requiring different skill sets from employees can be staffed (see, inter alia, Donnelly col. 3, lines 12-14). The Examiner has taken the position that because employees can work at different locations, and that

they can have calendar files, that Donnelly discloses all of the elements of claim 1 with the exception of service order templates, and it was to this point, that Hartlaub was cited, and with the exception of alleviating manual tasks of scheduling service requests (for which Hanagan was cited).

None of Donnelly, Hartlaub, or Hanagan, suggest an arrangement (whether considered singly or in combination), as recited in the claims, in which field human resources can be monitored (in order to determine, inter alia, whether utilization exceeds a pre-determined threshold) and scheduled as well as central workshop human resources in order to facilitate the completion of a service action. With Donnelly, projects can include employees in different locations and these different locations can be identified (see, inter alia, Donnelly par. 53). However, there is no suggestion in the cited references that a service action will require field resources as well as central workshop resources.

Moreover, none of the cited references suggest that utilization of human resources can be monitored, and if such resource utilization exceeds a certain threshold, that the user can be alerted. While Hanagan states that percentages of a workforce can be used for a particular situation (which would simply be a percentage of total individuals), it does not specify monitoring utilization in order to determine whether a central workshop human resource or a field human resource exceeds a predetermined threshold. Such an arrangement can be particularly advantageous with a large number of employees in order to ensure that workload is evenly distributed after tasks have been assigned (as opposed to prior to assignment of tasks whether forward planning or backward planning).

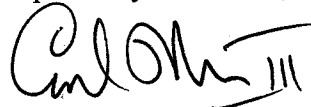
Accordingly, claims 1, 15, 21, and their respective dependent claims should be allowable.

Concluding Comments

It is believed that all of the pending claims have been addressed in this paper. However, failure to address a specific rejection, issue or comment, does not signify agreement with or concession of that rejection, issue or comment. In addition, because the arguments made above are not intended to be exhaustive, there may be reasons for patentability of any or all pending claims (or other claims) that have not been expressed. Finally, nothing in this paper should be construed as an intent to concede any issue with regard to any claim, except as specifically stated in this paper, and the amendment of any claim does not necessarily signify concession of unpatentability of the claim prior to its amendment. Applicant asks that all claims be allowed.

If there are any questions regarding these amendments and remarks, the Examiner is encouraged to contact the undersigned at the telephone number provided below. No additional fees are believed to be due, however, the Commissioner is authorized to charge any additional fees that may be due, or credit any overpayment of same, to Deposit Account No. 50-0311, Reference No. 34874-350.

Respectfully submitted,



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